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1998-1999 Business Plan





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MESSAGE FROM THE MINISTER



Hon. David J. Johnson

The past year has been one of tremendous change and progress for everyone concerned with the quality of education in the province of Ontario.

Ontario has undertaken major educational reforms in order to ensure that each and every student in our province has the opportunity to succeed, and achieve whatever goals they set.

For years, parents, taxpayers and others in Ontario have asked the government to provide clear, straightforward information on the education of our young people. We listened, and we have responded by introducing:

- province-wide testing, with the goal of expanding testing in the future;
- standardized report cards;
- a new, more rigorous curriculum at the elementary level. Curricula for language, mathematics, science and technology, as well as a program for kindergarten have already been released; curricula for the arts, health and physical education, social studies, *anglais*, and French as a second language in English language schools will be presented shortly.

We have introduced a new funding formula for education, which will offer students across Ontario fair access to quality education, no matter where they live. This new formula will see an additional \$583 million spent in the classroom, while reducing administrative duplication and waste.

At the secondary school level, we are increasing the number of compulsory credits, with a greater emphasis on mathematics, science and language throughout the program. For the first time, students will take a literacy test in Grade 10 and be required to pass it before graduation; and they will perform 40 hours of community involvement as part of their high school education.

We remain committed to improving the quality, accessibility, effectiveness and accountability of postsecondary education and training in Ontario through initiatives such as:

- a new \$150 million Access to Opportunities Program, which will enable twice as many students to enrol in computer science and high-demand engineering programs;
- the Learning Opportunities Task Force, announced in the 1997 Ontario Budget, which has developed nine pilot projects to help students with learning disabilities attend college and university;
- new apprenticeship training legislation, which has not been updated since 1964 and is scheduled to be introduced this year in order to reflect the realities of today's workplace.

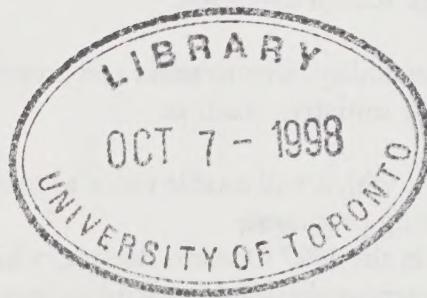
I am committed to ensuring that innovations to Ontario's education system are implemented in a thorough, professional, and careful manner. I am confident that all Ontarians will benefit immeasurably from the improvements we are introducing.

A handwritten signature in black ink, appearing to read "David J. Johnson".

The Honourable David J. Johnson
Minister of Education and Training

MINISTRY VISION

- Ontario's students will have the **best quality education** in Canada.
- Guided by parents, we will focus on **measurable results**, benchmarked against the best in the world.
- We will work with skilled and dedicated teachers in a safe, disciplined environment to ensure that **every student is prepared to succeed**.
- An Ontario education will offer our students a **passport to jobs, hope, opportunity, and growth**, now and in the 21st century.



ANNUAL REPORT ON KEY ACHIEVEMENTS AND COMMITMENTS

1997-98 Achievements

The Ministry of Education and Training continued to implement the Ontario Government's comprehensive plan to improve the quality and accountability of the province's education and training system. The goals of the plan are to improve student achievement; to ensure all students, no matter where they live, have fair access to high-quality education and training; and to provide students, parents and taxpayers with clear and accurate information on how the system is performing.

Elementary and Secondary Education

The Ontario Government passed two pieces of educational legislation in 1997 – the *Fewer School Boards Act, 1997*, and the *Education Quality Improvement Act, 1997*. These acts help focus education resources on the individual student and teacher in the classroom. They reduced bureaucratic administration and waste by establishing 72 district school boards to replace the previous 129. The *Education Quality Improvement Act, 1997* also increased the time students spend learning in the classroom, as well as the minimum instructional time for secondary school teachers.

In 1997-98, the ministry also introduced new, rigorous elementary curricula in mathematics, language, and science and technology, as well as a new program for kindergarten. A new standard report card, based on the new curriculum, was also developed and implemented in 30 per cent of elementary schools in Ontario. The new provincial report card provides parents with a clear understanding of how their children are progressing and replaces the wide range of report cards that parents often found vague and confusing.

The ministry also expanded its testing program to include provincial tests in mathematics, reading and writing for students in Grade 3 in publicly funded schools. The tests are developed and conducted by an independent agency, the Education Quality and Accountability Office. The first round of annual tests was conducted in spring 1997 and results were reported at the individual student, school, school board, and provincial levels. Across Ontario, 33 per cent of students achieved or surpassed the provincial standard (level 3) in mathematics, 50 per cent in reading and 39 per cent in writing. The testing program also included testing of a sample of Grade 6 students in mathematics. The results of the Grade 6 tests were reported at the provincial level with 21 per cent of students achieving or surpassing the provincial standard (level 3). Using these first year results, the ministry has established goals for the continued improvement of student performance.

In 1997-98, the ministry and the Ontario Teachers' Federation reached an agreement on changes to the Ontario Teachers' Pension Plan. These changes will allow more than 18,000 teachers to retire early and will open up thousands of teaching opportunities for highly qualified graduates of Ontario's teachers' colleges.

In March 1998, Ontario delivered on a long-standing commitment to introduce a student-focused approach to funding. For the first time ever in Ontario, classroom spending will be defined and protected. Under the new approach, education spending will remain at more than \$13 billion for each of the next three years. When combined with the government's contribution to the teachers' pension plan, this will total \$14.4 billion in 1998-99.

Classroom spending will increase \$583 million by the year 2000 through a reduction in administration costs, which currently vary widely between school boards. By focusing on the classroom, the proportion of spending in the classroom will increase for each and every board (increasing overall to 65 per cent from 61 per cent.) A standard per pupil foundation grant in each of the elementary and secondary levels will ensure that each and every student will have access to a high quality education and the opportunity to acquire the skills and expertise he or she needs to succeed now and in the 21st century.

The new approach includes:

- a \$1.2 billion, three-year Class-Size Protection Fund that will support the government's commitment to limit average class sizes to 25 students in elementary grades and 22 students in secondary school;
- protected funding for special education programs at more than \$1 billion per year;
- an Early Learning Grant to allow each school board to provide junior kindergarten or other early learning programs for students up to Grade 3; and
- a new Pupil Accommodation Grant that will ensure fair funding for school operation, maintenance and construction – based on the needs of students.

The Ontario Government also moved forward on its commitment to increase opportunities for parents to participate in their children's education. School councils, including parents and other community members, are now required at each school; and the Education Improvement Commission has been asked to review the role of school councils to see whether it can be strengthened over time.

Postsecondary Education

The Ontario Government is committed to improving the quality, effectiveness and accountability of the province's colleges and universities. To meet that commitment, the ministry is establishing a comprehensive set of benchmarks that will allow students and parents to assess the performance of individual institutions so that they can make informed choices about their postsecondary studies.

In the college sector, the ministry worked in partnership with the Association of Colleges of Applied Arts and Technology of Ontario to identify key performance indicators. These indicators will be used to report on the performance of each college and will be a factor in determining the distribution of college funding.

At the university level, the ministry established ways to measure performance. Statistics Canada data for 1996 indicate that Ontario ranks above the national average in the percentage of employed university graduates (age 25-29) with bachelor degrees. Ontario ranked first in terms of full-time employment for these graduates (84.2 per cent compared to a national average of 81.5 per cent).

The ministry remains committed to ensuring that postsecondary institutions are accessible to students in need of financial support, while ensuring that students meet their obligation to repay loans. To improve accessibility to postsecondary institutions, the province continued its commitment to the Ontario Student Opportunity Trust Fund. This fund created an endowment of some \$600 million to help approximately 185,000 students over the next 10 years. The trust fund is in addition to the Ontario Student Assistance Program (OSAP), which provided student assistance to 218,000 students in 1996-97 at a cost of approximately \$500 million.

To help students to repay their loans, the Minister introduced the new Ontario Student Opportunity Grant Program, which will provide a grant to students to cover the amount of their loans in excess of \$7,000. The grant replaces the old loan-forgiveness program and, because it is paid directly to the student's bank annually, it will reduce outstanding debt loads.

To improve the effectiveness of OSAP, the ministry announced changes to the program that would require postsecondary institutions with 1997 loan default rates 15 percentage points or more above the provincial average (23.5 per cent) to share the cost of defaults for their high default programs, beginning with loans issued in 1998-99. In addition, the Minister is continuing to work with postsecondary institutions and the financial sector to examine new approaches that will reduce the default rate on student loans.

To strengthen Ontario universities' research competitiveness and promote excellence in research, the government introduced the Ontario Research and Development Challenge Fund. The fund will commit \$500 million over 10 years, which, when combined with investments from industry, business and other sources, is expected to generate at least \$2 billion in research and development funding over the next decade.

Training

The Ontario Government is committed to improving the effectiveness of the training sector by better meeting the needs of individuals and employers. The government introduced Youth Opportunities Ontario, an integrated, five-ministry strategy for promoting training and employment services for young people.

The ministry's Job Connect program is a central component of Youth Opportunities Ontario. Job Connect is a year-round service, targeted primarily to young people, that helps unemployed individuals gain the skills and knowledge they need to find and keep jobs through information, career planning and job search skills support, work experience and on-the-job training. In total, Job Connect and its predecessor programs assisted 90,000 people in 1997-98, a transition year for the program.

Seventy per cent of Job Connect participants are finding a job or returning to school. A 75 per cent target has been established for 1999-2000. Data collected to date indicate that 75 per cent of employers are satisfied with the ministry's employment preparation programs, meeting the ministry target.

In the area of summer jobs for students, the ministry component of the Ontario Summer Jobs strategy assisted more than 34,000 students in finding employment. This exceeded the 1997-98 target by 10 per cent. Overall, the Ontario Government's Summer Jobs strategy helped more than 47,000 students, again exceeding the target. In addition, more than 90 per cent of callers rated the ministry's Training Hotline service as good or excellent.

The ministry also announced it would introduce the first comprehensive reform of the province's apprenticeship system since the 1960s.

1998-99 Commitments

The Ontario Government will continue to move forward with its comprehensive plan to improve the quality and effectiveness of the province's education and training system. In 1998-99, the Ministry will extend the rigorous new curriculum and standards already in place in elementary grades to secondary schools, it will increase quality and accountability in the postsecondary sector, and it will continue to create a more integrated and effective training system.

Elementary and Secondary Education

The key reforms in elementary education will be in place effective September 1998. These are:

- the remaining curricula – social studies (geography and history), health and physical education, the arts, French as a second language, and *anglais* for French-language schools – will be phased in at all publicly funded schools;
- all publicly funded elementary schools will be required to use the new standard provincial elementary report card;
- the second round of comprehensive Grade 3 testing will occur in the spring, with results at the individual student level released in the spring and results at the school and school board level released in the fall; and
- a sample of Grade 9 students will be tested in mathematics.

These reforms will expand into secondary schools in 1998-99. Curriculum documents for the new four-year secondary school program will be developed for use in September 1999. The ministry will continue to work on a new standard secondary school report card, which will be introduced, starting in Grade 9, in September 1999. In addition, all elementary and secondary schools will begin operating on the new student-focused approach to funding. To meet its commitment to improving accountability in the system, the ministry will publish a financial report card on school board spending in 1998-99 so parents and taxpayers can see clearly how their education dollars are being spent.

The 1998 Ontario Budget announced a number of new initiatives designed to strengthen reforms already introduced and improve the quality of classroom learning. In the Budget, the Minister of Finance announced that the government would:

- together with private sector partners, invest \$130 million over the next two years to improve Internet access in the education system to promote life-long learning;
- invest \$100 million in 1998-99 to purchase textbooks and other learning materials, so that all elementary students will have access to the very latest information and knowledge; and
- provide more than \$12 million in 1998-99 for initiatives to update laboratories and buy equipment, double the grants to school boards for math and science tutors, and expand standardized testing.

In addition, the government committed \$69 million to help school boards smoothly implement the new student-focused approach to funding.

Postsecondary Education

The Ontario Government will continue to introduce new measures that will allow students and parents to make informed choices about postsecondary education options. The ministry will begin to measure each college's performance during 1998-99 based on the indicators developed in 1997-98. These are:

- employer satisfaction with graduate performance;
- graduate satisfaction with the quality of their college education;
- student satisfaction with their college program and support services; and
- student success in completing their college program.

Starting in September 1999, the ministry will require postsecondary institutions to make available to students information about graduation rates, graduate employment rates and OSAP loan default rates for their programs.

In the 1998 Ontario Budget, the Minister of Finance announced a number of new initiatives to expand the range of opportunities to develop skills that help lead to employment, particularly in the knowledge and technology sectors. A new \$150 million, three-year Access to Opportunities Program will enable twice as many students to enrol in computer science and high-demand engineering programs. This program will provide thousands of new spaces for university and college students.

Building on the success of the 1997 Budget initiative that established the Centre for Animation and Emerging Technologies at Sheridan College, the government has announced three new projects at colleges:

- a partnership between Georgian College and the Industrial Research and Development Institute, made up of 250 member firms employing 150,000 people. The partnership will provide advanced training in automotive parts design and manufacturing technology;

- support for comprehensive skills training for the telecommunications industry through the Telecommunications Learning Institute at Humber College; and
- support for metal machining, engineering and information technology training at Conestoga College.

The government, in partnership with the private sector, will reward excellence in graduate studies in science and technology through new graduate scholarships to be awarded to students over the next 10 years. In addition, the government, in partnership with the private sector, will provide \$75 million over 10 years to help Ontario's world-class researchers attract talented people to their research teams.

To promote access to postsecondary education, the 1998 Ontario Budget announced the creation of a new \$9-billion, 10-year Canada-Ontario Millennium Fund for Students. The new program is designed to meet the needs of students and limit student debt by combining Ontario's share of the Canada Millennium Scholarship Fund with both federal and Ontario spending on student assistance. The Ontario Budget also contained a commitment to provide \$29 million in annual grants to recognize the contribution of Ontario universities that have increased students' access to postsecondary education and enhanced their job opportunities. The new program will be phased in over three years.

The Budget also contained nine pilot projects developed as part of the Learning Opportunities Task Force announced in the 1997 Budget. The projects, which are designed to assist students with learning disabilities attend postsecondary institutions, involve nine colleges and four universities. The selected projects will provide postsecondary programs needed by more than 2,000 learning disabled students over the next five years.

Training

The ministry is committed to helping people find jobs and providing labour market and training services that will lead to jobs.

In 1998-99:

- Job Connect will help 94,000 people find and keep jobs (90 per cent of whom will be youth);
- the ministry's component of Ontario Summer Jobs will help 38,000 young people find jobs this summer;
- with the help of 15,000 volunteers, 64,700 individuals will be helped by Ontario's literacy and basic skills programs; and
- the ministry will expand the Ontario Youth Apprenticeship Program to encourage more young people to enter into apprenticeship.

In 1998, the ministry plans to introduce legislation that would, if passed by the Legislature, introduce the first comprehensive reform of the apprenticeship system since the 1960s. The ministry will also complete its first reform of literacy and basic skills programs and design a more effective and coordinated system of adult education.

In response to the skills shortages that threaten to block growth in key industry sectors, the Ontario Government has announced a new \$9.5 billion, 10-year plan to strengthen training in the workplace and help unemployed Ontarians get back to work. The business community told the ministry that the availability of skilled labour is one of their most important considerations when making investment decisions.

The ministry has entered into formal negotiations with the federal government on a federal-provincial Labour Market Development Agreement. This will combine most federal and provincial training programs into a more integrated and effective system, reduce overlap and duplication, target resources to areas of critical skill shortage, and improve service to Ontarians.

The ministry will continue to establish benchmarks to measure performance in meeting the government's goal of providing programs designed to provide Ontarians with the skills and expertise they need to find and keep jobs. To assist in establishing the benchmarks, the ministry will complete an interprovincial and international survey of comparable programs.

CORE BUSINESSES

Elementary and Secondary Education

- Fostering a high-quality education system that gives all students the knowledge, skills, and confidence they need to compete and succeed in a rapidly changing society.

Postsecondary Education

- Giving students the opportunity to continue their learning in a postsecondary education setting that invests in and promotes high-quality programs and excellence in research.

Training

- Establishing a training system that meets the needs of individuals and employers and helps Ontarians find and keep jobs in an increasingly competitive global economy.

KEY STRATEGIES

To achieve its goal of providing the highest quality education and training for Ontarians, the ministry has developed four key strategies designed to:

- provide high-quality education and training by ensuring each component of the system is rigorous and is benchmarked against the best in the world;
- strengthen those components that ensure each and every Ontarian can obtain the skills and expertise they need now and in the 21st century;
- ensure a smooth transition between each level; and
- improve openness and accountability throughout the system.

Ensuring a high-quality system

The focus of this strategy is to ensure that the fundamental elements of education are effectively addressed. In elementary and secondary education, the government will introduce the next components of the new, rigorous curriculum with grade-by-grade standards, benchmarked against the world. An expanded testing program will ensure that students, parents and taxpayers see clearly how Ontario's students are doing. The new provincial report cards will provide parents with clear and consistent information on how their children are progressing from grade to grade.

Ensuring Ontarians have the skills they need now and in the 21st century

In the last 10 years, two out of every three new jobs in Ontario were in knowledge- and technology-based industries. The Canadian Advanced Technology Association predicts that there will be a shortage of 42,000 computer scientists and electrical and computer engineers over the next five years. Other major industries, such as the automotive sector, predict shortages as older workers retire from the workforce.

The Ontario Government is committed to ensuring that young people in the province have the chance to compete and get jobs in the expanding knowledge sector. To meet that commitment, the ministry has, for the first time, introduced a combined science and technology curriculum in the elementary grades.

Ensuring a smooth transition between each level of education and training

The Ontario Government is committed to ensuring that each and every student has the skills and expertise they need to compete and succeed whether they are moving to the next level of education and training or into the workplace.

The new curriculum in elementary and secondary schools provides grade-by-grade standards that build from the earliest years to the end of secondary school. To ensure that students get a successful start to their education, the ministry has established a new Early Learning Grant that will give all school boards the resources to provide Junior Kindergarten, or some other early learning program for students up to Grade 3. By the time they reach Grade 7, students will be required to develop an education plan with their parents and a teacher advisor to prepare them to enter the new four-year, streamed secondary school program. Once in high school, students will be now able to specialize in their chosen destination: university, college or directly to the workplace. The new secondary school program will also include increased emphasis on co-op education and apprenticeship, so that students understand the skills they will need in the workplace, as well as a new literacy test to ensure they are better prepared for their futures.

Improving openness and accountability

The Ontario Government is committed to building public confidence in the education system by ensuring that our education system is open and accountable. To meet this commitment, the ministry has introduced a number of new measures that will provide students, parents and taxpayers with regular reports on how the system is operating.

KEY PERFORMANCE MEASURES

CORE BUSINESS: ELEMENTARY/ SECONDARY EDUCATION			
Goals/Outcomes	Measures	Targets/Standards	98-99 Commitments
<p>High-performing students: A first-class elementary and secondary school system that is clear about what students are expected to learn and that encourages continuous improvement.</p> <p>The system will provide high standards for all students, benchmarked against the best in Canada and the world.</p>	<p>Percentage of Grade 3 students who achieve ministry standards on province-wide tests.</p>	<p>Grade 3 students will meet the ministry standards set out in the new, more rigorous Ontario curriculum. The achievement standard is Level 3 or above on a four-point scale, with "4" as the highest rating.</p> <p>The ministry sets targets and works with its delivery partners to ensure targets are met.</p>	<p>The percentage of students achieving ministry standards on the 1998 tests will improve by two percent.</p> <p>Measures and targets for Ontario student performance on other provincial, national and international standards will also be developed.</p>
<p>Accountability: The education system will be accountable to students, parents and taxpayers.</p>	<p>Use of province-wide student report cards.</p>	<p>All publicly funded schools will use the provincial student report cards.</p>	<p>In the 1998-99 school year, all schools will be using the Grade 1-8 student report cards.</p> <p>The ministry will develop the report card for Grades 9-12 by March 1999.</p>
	<p>Satisfaction of parents and students with the way the ministry and school boards report on student progress.</p>	<p>Exceed the parent satisfaction levels of comparable jurisdictions.</p>	<p>The ministry will establish a baseline of parent satisfaction based on evaluating the information they receive on their child's performance.</p>
	<p>Parent and taxpayer satisfaction with the way district school boards spend the money the ministry provides to them.</p>	<p>Parent and taxpayer satisfaction will improve in comparison to prior-year experience. Baseline to be established.</p>	<p>The ministry will develop a <i>Standard School Board Financial Report Card</i> that boards will use to report their financial performance and that of individual schools to the public.</p> <p>The ministry will publish a <i>Report on School Boards' 1997-98 Spending</i>.</p>

<p>Student-focused approach to funding: A new approach to funding will focus resources on the classroom to ensure that all students in Ontario, no matter where they live, receive a high-quality education.</p>	<p>Ratio between classroom and non-classroom spending.</p>	<p>Over the next three years, classroom spending will increase from 61% to 65% of school board spending.</p>	<p>Starting in 1998, school boards will be required to publish annual financial reports so parents and taxpayers can see clearly how their education dollars are being spent.</p>
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CORE BUSINESS: POSTSECONDARY EDUCATION

Goals/Outcomes	Measures	Targets/Standards	98-99 Commitments
<p>Excellence in postsecondary programs: A postsecondary system that offers high quality programs of instruction.</p>	<p>College programs that meet the needs of students, as measured by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> graduate employment six months after graduation; <input type="checkbox"/> employer satisfaction with graduates; <input type="checkbox"/> graduate satisfaction; <input type="checkbox"/> student success (student retention or completion of their programs); and <input type="checkbox"/> student satisfaction. 	<p>Best in Canada</p>	<p>The ministry will measure each college's performance during 1998-99, based on key performance indicators:</p> <ul style="list-style-type: none"> <input type="checkbox"/> graduate employment; <input type="checkbox"/> employer satisfaction with graduates; <input type="checkbox"/> graduate satisfaction; <input type="checkbox"/> student success; and <input type="checkbox"/> student satisfaction. <p>Baselines and targets will be established in 1998-99.</p> <p>Each college's funding in future years will vary, based on these annual measurements of performance.</p> <p>The ministry will require all colleges to provide prospective students with the following information about each program:</p> <ul style="list-style-type: none"> <input type="checkbox"/> graduation outcomes (employment); <input type="checkbox"/> student success (program completion); and <input type="checkbox"/> OSAP default rate. <p>This will enable students to make an informed choice.</p>

	<p>University programs that meet the needs of students as measured by:</p> <ul style="list-style-type: none"> <input type="checkbox"/> graduate outcomes (employment rates); and <input type="checkbox"/> student success (student retention or completion of their programs). 	<p>Best in Canada</p>	<p>Maintain Ontario's first-place ranking on full-time employment, i.e. 84.2% of people age 25 to 29 who hold university bachelor degrees are employed full-time.</p> <p>Improve Ontario's third-place ranking on full-time and part-time employment i.e., increase the percentage of people age 25 to 29 who hold university bachelor degrees and are employed full- or part-time from 95.5% to 95.7%.</p> <p>The ministry will require all universities to provide prospective students with the following information about each program:</p> <ul style="list-style-type: none"> <input type="checkbox"/> graduation outcomes (employment); <input type="checkbox"/> student success (completion); and <input type="checkbox"/> OSAP default rate. <p>This will enable students to make an informed choice.</p> <p>The ministry will survey all 1998 graduates to determine their employment status and publish the results.</p>
<p>Well-managed postsecondary system: Ensuring that postsecondary education is accessible to students in need of financial support while ensuring that students fulfill their obligations to repay loans.</p>	<p>Percentage of the population, age 18-24, receiving postsecondary education.</p>	<p>Maintain levels of participation (34%), subject to changes in the population and the labour market.</p>	<p>Ensure that 30 cents of every dollar in new tuition fees is set aside by each college and university and ensure these funds flow to students in greatest need of financial support. Depending on tuition, estimated funds available to students in need during 1998-99 are:</p> <ul style="list-style-type: none"> <input type="checkbox"/> colleges: \$18M; and <input type="checkbox"/> universities: \$69M. <p>The ministry requires annual reports from colleges and universities and may withhold funds from colleges and universities that fail to comply with ministry policy.</p>

CORE BUSINESS: TRAINING			
Goals/Outcomes	Measures	Targets/ Standards	98-99 Commitments
Employment preparation programs: Programs that assist participants, primarily young people, to get a job immediately or to return to school.	<p>Placement rate of Job Connect participants, i.e. participants either:</p> <ul style="list-style-type: none"> <input type="checkbox"/> get a job, or <input type="checkbox"/> return to secondary school <p>in the context of the cost of providing the program to each client.</p>	<p>At least 75% of participants either find employment or return to secondary school, at the same time that cost per participant is reduced by 30% from the 1995-96 baseline, to \$1,160.</p> <p>Placement rate baseline: Comparable federal and provincial government programs have a placement rate of about 50%.</p> <p>Cost per participant baseline: during 1995-96, the cost per participant was \$1,600.</p>	<p>At least 70% of participants will either find employment or go on to complete their secondary school education. (75% is targeted for achievement in 1999-2000.)</p> <p>NOTE: A majority of participants obtain employment immediately after completing the program.</p>
	Feedback by Job Connect employers and participants.	<p>75% of employers will indicate that participants have gained skills from the program and are, therefore, more employable.</p> <p>75% of participants will indicate that they have gained skills from the program and are, therefore, more employable.</p>	<p>Maintain positive feedback, i.e., 75% of employers will indicate that participants have gained skills from the program and are, therefore, more employable.</p> <p>Maintain positive feedback, i.e., 75% of participants will indicate that they have gained skills from the program and are, therefore, more employable.</p> <p>Complete interprovincial survey of comparable programs to develop benchmarks.</p>
	The number of students helped to obtain summer employment (compared to the target set by Ontario Government, within the program budget.)	Fully achieve Ontario Government annual target.	<p>Assist 38,000 youths to obtain summer jobs through the program funded and managed by the ministry. Of this total, the ministry directly assists 33,275 youths by delivering:</p> <ul style="list-style-type: none"> <input type="checkbox"/> <i>Summer Jobs Service:</i> 20,000 <input type="checkbox"/> <i>Self-Help Services:</i> 13,275

CORE BUSINESS: MINISTRY-WIDE			
Goals/Outcomes	Measures	Targets/Standards	98-99 Commitments
<p>Service quality: The public and the ministry's delivery partners (such as district school boards, colleges and universities) will receive quality service from ministry staff.</p> <p>NOTE: The ministry will be a pilot site for a government-wide service quality improvement initiative.</p>	Level of satisfaction with the quality and timeliness of the service provided.	Year-over-year improvement in satisfaction with ministry services, as measured in surveys and focus groups, and in the timeliness of the ministry's services.	<p>A survey of customers and delivery partners will be repeated. Improved ratings are expected:</p> <ul style="list-style-type: none"> <input type="checkbox"/> information is accurate and up-to-date: 75% <input type="checkbox"/> information is provided quickly: 75% <input type="checkbox"/> information is clear and user-friendly: 75% <input type="checkbox"/> information is consistent: 75% <p>The level of satisfaction of Training Hotline customers (90%) will be maintained.</p>

1997-98 MINISTRY SPENDING BY CORE BUSINESS — INTERIM ACTUALS*

Ministry of Education and Training

Operating Capital	\$10,042 M \$393M
	2,040 Staff

Elementary / Secondary**

Operating Capital	\$6,969.7 million \$273 million
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Staff 1,255

Elementary and Secondary Policy and Program Delivery

Independent Learning Centre

Provincial Schools

Capital Support for Elementary and Secondary Schools

Postsecondary

Operating Capital	\$2,799.8 million \$120 million
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Staff 155

Colleges and Universities

Student Support

Capital Support for Postsecondary Education

Training

Operating \$244.2 million

Staff 415

Policy and Intergovernmental

Employment Preparation

Apprenticeship Training

Internal Admin.

Operating \$28.3 million

Staff 215

Note: Staff numbers are shown as full-time equivalents

*PSAAB based

**Excludes local revenues provided to school boards

1998-99 MINISTRY APPROVED ALLOCATIONS BY CORE BUSINESS — PLAN*

Ministry of Education and Training

Operating Capital	\$10,382 M \$379M 2,190 Staff
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Elementary / Secondary**

Operating Capital	\$7,154 million \$298 million
Staff 1,365	

Elementary and Secondary Policy and Program Delivery

Independent Learning Centre

Provincial Schools

Capital Support for Elementary and Secondary Schools

Training

Operating \$278 million	Staff 435
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Postsecondary

Operating Capital	\$2,927 million \$81 million
Staff 170	

Colleges and Universities

Student Support

Capital Support for Postsecondary Education

Internal Admin.

Operating \$23 million	Staff 220
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Note: Staff numbers are shown as full-time equivalents

*PSAAB based

**Excludes local revenues provided to school boards

WHO TO CALL

Questions or comments about the ministry's business plan are welcomed. Visit www.edu.gov.on.ca or call Public Inquiries staff at:

- (416) 325-2929
- Toll-free 1-800-387-5514
- TTY/TDD 1-800-263-2892

For information about specific areas call:

Elementary and Secondary Education

- Curriculum, Testing
Gerry Connelly (English) (416) 325-2576
Richard Gauthier (French) (416) 327-9072
- Education Finance
Nancy Naylor (416) 325-2828
- School Governance
Brian Fleming (416) 325-2371
- Ontario College of Teachers
Leah Myers (416) 325-2390
- Ontario Parent Council
Leah Myers (416) 325-2390
- Special Education
Leah Myers (416) 325-2390
- Secondary School Reform
Aryeh Gitterman (416) 325-2538
- School Councils
Denese Belchett (416) 314-8679

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